

**APPENDIX:
NATIONAL PERFORMANCE MEASUREMENTS**

Metric Number: Name:	
Percent On Time LSRC/FOC	
Definition:	
Measures whether the elapsed time between the ILEC's receipt of a correct and valid order and the return of a local service request confirmation ("LSRC") or a firm order confirmation ("FOC") to the CLEC falls within the benchmark interval.	
Exclusions:	
Order cancelled before receipt of LSRC/FOC	
Business Rules:	
<p>The interval begins when the ILEC receives a correct order from the CLEC, and ends when the ILEC returns a LSRC/FOC with a valid due date to the CLEC. The elapsed time is measured for each order.</p> <p>ILECs should verify the availability of facilities before returning a LSRC/FOC. The unavailability of facilities does not excuse the ILEC from meeting the LSRC/FOC interval benchmark, but may postpone the LSRC/FOC due date.</p>	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders where (date and time of LSRC/FOC – date and time of ILEC's receipt of order is less than or equal to benchmark interval)/Total number of orders received X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
98% in 24 Hours or less if No Facilities Check 98% in 48 Hours or less if Facilities Check performed prior to issuance of FOC	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Serial Rejects on Same Order	
Definition:	
Measures the percentage of orders rejected multiple times for different reasons, all of which could have been identified in the initial reject notification.	
Exclusions:	
None	
Business Rules:	
Each order should be reviewed in its entirety by the ILEC and all errors identified before query or reject notifications are sent to the CLEC.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders with multiple errors rejected more than once/total number of reject orders X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
95% of reject notifications should identify all errors on the order	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Timely Jeopardy Notifications	
Definition:	
Measures percentage of jeopardy notifications sent prior to missed due date	
Exclusions:	
None	
Business Rules:	
<p>Jeopardy notifications are timely if they are received by the CLEC prior to the scheduled due date.</p> <p>ILECs should have in place Customer Facility Assignment (“CFA”) change expedite processes to save due dates when a bad or nonworking CFA is discovered during the conversion process. The CLEC should be able to convey the CFA change telephonically to the ILEC during the conversion process, rather than being forced to issue a new LSR to change the CFA and forgo the original due date.</p>	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders where jeopardy notification received prior to missed due date/total number of jeopardy notifications X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
98% of jeopardy notifications should be received by the CLEC at least 48 hours in advance of the scheduled due date.	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
FOC interval after “No Facility” jeopardy notification	
Definition:	
Measures the time it takes the ILEC to issue a FOC date after notification that an order is in jeopardy due to “No Facilities.”	
Exclusions:	
Order cancelled by CLEC after receipt of jeopardy notification for No Facilities	
Business Rules:	
The interval is measured from the time the CLEC receives a jeopardy notification for No Facilities until the time a FOC is issued with a valid due date.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders where post jeopardy FOC interval is less than or equal to benchmark interval/total number of jeopardy orders due to “no facilities” X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
FOC with a valid due date should be issued 48 hours or less after jeopardy notification for No Facilities 95% of the time	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Installation Interval	
Definition:	
The installation interval is determined for each order processed during the reporting period and on time performance is expressed as a percentage of total orders received.	
Exclusions:	
Customer not ready CLEC not ready CLEC requests due date beyond benchmark interval	
Business Rules:	
Interval is measured from the time the ILEC receives a correct and valid LSR/ASR until the order is completed	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders where (Installation Date – LSR/ASR receipt date is less than or equal to benchmark interval)/total number of orders completed during reporting period) X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
DS0 – 98% within 5 business days DS1 – 98% within 5 business days DS3 – 98% within 10 business days	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Timely Coordinated Hot Cut Conversions for UNE Loops	
Definition:	
Coordinated conversion interval is determined for each order processed during the reporting period and on time performance is expressed as a percentage of total orders received.	
Exclusions:	
Customer not ready CLEC not ready Orders cancelled before due date	
Business Rules:	
Interval is measured from the time the ILEC lifts and lays the jumper connecting the customer to the ILEC network until the time the coordinated conversion process is complete.	
Loops cut earlier than the scheduled time are counted as misses.	
LNP translations performed before or after conversion window are counted as misses.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders where (date and time conversion is completed – date and time conversion is started by ILEC is less than or equal to benchmark interval /total number of coordinated conversions completed during reporting period) X 100	Statewide CLEC specific CLEC aggregate

Benchmark/Parity Performance Standard:
1-5 lines in 15 minutes 6-10 lines in 30 minutes 11-15 lines in 45 minutes 16-20 lines in 1 hour or 4 Minutes per line
Impact on Carriers' Regulatory Burden:

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Metric Number: Name:	
Delay Days on Missed Installation Due Dates	
Definition:	
Measures delay in completing orders beyond the FOC date in increments of 5, 15 and 30 days.	
Exclusions:	
Customer Not Ready CLEC Not Ready Order cancelled before due date	
Business Rules:	
Delay days are measured from the FOC date until the order is completed.	
Held orders should be calculated and reported separately for each time interval from the date of the FOC.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders held for >5/15/30 days/Total number of orders received during the reporting period X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
< 2% of orders held for 1-5 days beyond the FOC date <1% of orders held for 6-15 days beyond the FOC date <0.5% of orders held for 16-30 days beyond the FOC date No orders held for more than 31 days beyond the FOC date	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Orders completed on time	
Definition:	
Orders completed by the ILEC committed due date	
Exclusions:	
Customer not ready CLEC not ready Orders cancelled before due date	
Business Rules:	
Orders completed on time is expressed as a percentage of total orders completed during the reporting period.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of orders completed by ILEC committed due date/Number of orders completed during the reporting period X 100	Statewide CLEC specific CLEC aggregate ILEC
Benchmark/Parity Performance Standard:	
98% of orders completed by ILEC committed due date.	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Quality of Conversion/Installation	
Definition:	
Quality of Conversion/Installation is determined by counting the number of trouble tickets opened within 7 days of Conversion/Installation.	
Exclusions:	
Troubles caused by CLEC Troubles caused by customer or CPE Trouble ticket cancelled at CLEC request	
Business Rules:	
The number of circuits for which the CLEC opens a trouble ticket with the ILEC within seven days of installation/conversion is reported as a percentage of the total number of circuits installed/converted within the reporting period.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Total number of circuits having trouble tickets opened within 7 days of installation/conversion/total number of circuits installed/converted in reporting period	Statewide CLEC specific CLEC aggregate ILEC
Benchmark/Parity Performance Standard:	
Less than 1.5 failed circuits per 100 circuits installed during the reporting period	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Mean Time to Repair	
Definition:	
Measures mean time to repair maintenance problem	
Exclusions:	
Trouble Ticket cancelled at CLEC request	
Business Rules:	
The interval is measured from the time the CLEC opens a trouble ticket with the ILEC until the problem is resolved and the customer's service is restored.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of trouble tickets where (date and time of trouble ticket resolution – date and time of trouble ticket submission is less than or equal to benchmark interval)/total number of trouble tickets resolved during reporting period X 100	Statewide CLEC specific CLEC aggregate ILEC
Benchmark/Parity Performance Standard:	
20 hours or less 98% of the time	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Repeat Trouble Report Rate	
Definition:	
Percentage of circuits for which more than one trouble report was logged within a 30 day period.	
Exclusions:	
Trouble caused by CLEC Trouble caused by Customer Trouble caused by CPE	
Business Rules:	
Repeat trouble tickets opened for the same circuit in the previous 30 days Is expressed as a percentage of total trouble reports.	
Levels of Disaggregation:	
DS0 DS1 DS3	
Calculation:	Report Structure/Geography:
Number of Trouble Reports where more than one trouble ticket was logged for the same circuit within 30 days /Number of Trouble Reports in reporting period X 100	Statewide CLEC specific CLEC aggregate ILEC
Benchmark/Parity Performance Standard:	
DS0 < 6% DS1 < 6% DS3 < 3%	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
OSS Availability	
Definition:	
Measures the hours OSS functionality is available for use by CLECs	
Exclusions:	
Scheduled downtime properly noticed to CLECs	
Business Rules:	
The interface is unavailable when any part of the route on the ILEC's side of the gateway is not functioning.	
Levels of Disaggregation:	
Each interface offered (GUI, EDI, etc.)	
Calculation:	Report Structure/Geography:
Number of hours that functionality is scheduled to be available to CLECs – number of unscheduled downtime hours /Total number of hours functionality scheduled to be available X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
99.9% availability	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Software Problem Resolution	
Definition:	
Measures the percentage of software problems with and without work arounds corrected within benchmark interval	
Exclusions:	
Problems attributable to CLECs	
Business Rules:	
Software problems are defined as those that result in failed transactions. Interval is measured from the time the CLEC opens a trouble ticket with the ILEC for the problem to the time the trouble ticket is closed with a satisfactory resolution.	
Levels of Disaggregation:	
Problems with work arounds Problems without work arounds	
Calculation:	Report Structure/Geography:
Number of software problems resolved within period meeting the benchmark/total number of software problems resolved during the reporting period X 100	Statewide CLEC specific CLEC aggregate
Benchmark/Parity Performance Standard:	
98% of software problems with no work arounds should be corrected in 24 hours or less. 98% of software problems with work arounds should be corrected in 72 hours or less.	
Impact on Carriers' Regulatory Burden:	

